



Frequently Asked Questions (FAQs)

FOR

- **State Agency Video and Data Services Customers**
- **State Authorized User Video and Data Services Customers**
- **TEACH Video and Data Services Customers**

Version 1.0

Contents

Disclaimer.....	3
General FAQs	3
TEACH FAQs	16
Video FAQs.....	20
Fiber Construction FAQs	22
Billing FAQs	25

Disclaimer

These are initial FAQs and this document will continue to be updated as more FAQs are developed. Please continue to send any questions to DOADETBadgerNet@wisconsin.gov.

General FAQs

	Question	Response	Last Updated
G1	Today my BCN site has Internet Transport (ITp) bandwidth for ISP transport along with a contract with one of the seven ISP transit providers on DOA contract 505ENT-O13-BADGERNET (Airstream, Charter, Infinity, Solarus, SupraNet, Time Warner, and WiscNet). Are these ISP transit providers available on BadgerNet? If not, why and what are my alternatives?	AT&T proposed Category B Service with a Managed Internet Service port. AT&T is currently reviewing options to possibly consider adding other ISPs for DOA to consider.	10/11/2016

	Question	Response	Last Updated
G2	My site is located in region 3, 4, 5, 8 or 9 where Ethernet Service is available. What is the process to determine if my site is eligible for the lower cost Ethernet Service? If I place an order for one of the WAN services for my site, could the order be changed to Ethernet services if eligible?	Category D is a multi-site service between your sites only. It is only available within Metro areas; it does not connect to the greater BadgerNet Network or Service. Metro areas include the cities of: Algoma, Appleton, Bayside, Beaver Dam, Beloit, Big Bend, Brookfield, Burlington, Butler, Cedarburg, Chippewa Falls, Columbus, Cottage Grove, Cudahy, Delavan, DePere, Hortonville, Houlton, Hudson, Iron Ridge, Ixonia, Jackson, Jamestown/Hazel Green, Janesville, Jefferson, Juneau, Kansasville, Kaukauna, Kenosha, Kewaunee, Kimberly, King, Omro, Oshkosh, Pewaukee, Port Washington, Racine, Red Cedar, River Falls, River Hills, Roberts, Rosholt, Rubicon, Saint Francis, Saukville, Sheboygan, Sheboygan Falls, Shorewood, Eau Claire, Ellsworth, Elm Grove, Evansville, Fitchburg, Fond du Lac, Fort Atkinson, Fox Point, Franklin, Franksville, freedom, Genoa City, Germantown, Glendale, Grafton, Green Bay, Greendale, Greenfield, Hales Corners, Hartford, Hartland, Horicon, Kohler, Lake Geneva, Lannon, Little Chute, Madison, Malone, Manitowoc, Mayville,	10/14/2016

	Question	Response	Last Updated
		Menasha, Menomonee Falls, Menomonee, Mequon, Merton, Milwaukee, Muskego, Neenah, New Berlin, New London, North Fond du Lac, North Lake, Oak Creek, Oconomowoc, Somers, South Milwaukee, Stevens Point, Stoughton, Sturgeon Bay, Sturtevant, Sussex, Union Grove, Watertown, Waukesha, Waupaca, Waupun, Wauwatosa, West Allis, West Bend, West Milwaukee, Whitefish Bay, Whitewater, Williams Bay, Winnebago, Winneconne, and Wrightstown.	
G3	What is the process to request service at a new site before BadgerNet is operational?	Email DOADETBadgerNet@wisconsin.gov	03/20/2017
G4	My site is interested in Category C Broadband Internet Asymmetrical Service. Where can I find additional information about the ISP options with DSR as the managed ISP service provider?	AT&T requires location details to advise what options are available.	10/7/2016
G5	My site is interested in Category C Broadband Internet Symmetrical Service. Where can I find additional information about this option where the local telco provider is also the ISP service provider?	AT&T requires location details to advise what options are available.	10/7/2016

	Question	Response	Last Updated
G6	My BCN site currently has 3 Mbps WAN bandwidth and will order 100 Mbps of WAN bandwidth in BadgerNet. This will require one time fiber construction to my site. What is the process and where in the timeline will AT&T notify the customer of one time construction cost estimate?	The local telco provider will validate their existing infrastructure and determine if the site requires special fiber construction. AT&T will notify DET if any special fiber construction costs are required via rate letter. DET will forward the rate letter to the customer for review. The customer will approve cost before order will be processed.	03/20/2017
G7	We are concerned with the potential one time cost for fiber installation. What bandwidth increments can be provisioned on copper?	6 Mbps is the only bandwidth increment that may be provisioned on copper.	03/20/2017
G8	We are negotiating a lease that will begin after February 1, 2017. The lease won't be signed before the October 14, 2016 order deadline. What is the process to request BadgerNet service at a new site after initial customer orders have been placed?	Email DOADETBadgerNet@wisconsin.gov	03/20/2017

	Question	Response	Last Updated
G9	A customer ordered a new BCN site to be installed in the summer of 2016. The order required a fiber build but due to a construction/permit issue, the fiber installation won't be complete before February 1, 2017. If this occurs, the new site would be installed on BadgerNet, not BCN. Since the order was placed under the BCN contract, will the first \$35,000 construction cost be grandfathered and covered by the telco? Or per the BadgerNet contract, will the customer be responsible for the entire cost?	All pending orders as of 10/1/16 will fall under the existing BCN contract.	10/7/2016
G10	I have limited physical space and conduit available in the room where the new BadgerNet telco equipment will be installed. When will we receive a transformation requirement checklist so I can plan for space?	Detail site requirement sheet will be provided. Individual concerns will be addressed on site survey.	10/7/2016
G11	Will the telco technician uninstall and take the old BCN telco equipment after transformation to BadgerNet is successful?	No, Legacy BCN equipment will not be removed when the site is transformed. Equipment disposal will be addressed at time of decommission.	03/20/2017

	Question	Response	Last Updated
G12	I'm the on-site contact. How many times will the telco technician be on-site to prepare/install BadgerNet service? Will I also need to be on-site for the transformation from BCN to BadgerNet?	Number of site visits varies upon regions and requirements. On-site person is required day of transformation. Details will be provided in Transformation plan.	10/7/2016
G13	Will the current BCN IP addresses be used in BadgerNet? If not, when will the new IP addressing scheme be shared for each site?	Legacy BCN IP addresses will transfer to BadgerNet. Customers will not be required to re-address equipment to connect to BadgerNet.	03/20/2017
G14	At transformation, how will the site be assured that they are receiving the correct amount of bandwidth? Will AT&T perform an iPerf test and present results to the on-site contact? Does AT&T have a high level script for the on-site to complete as part of User Acceptance Testing?	AT&T will work with you to ensure delivered bandwidth matches what was ordered.	10/7/2016
G15	What is the process to request 10 Gbps ICB quotes for service at a site? How many business days will it take to receive the ICB quote?	Customers should email DOADETBadgerNet@wisconsin.gov with your request and they will work with AT&T to obtain pricing. This could take 4 to 6 weeks.	10/7/2016

	Question	Response	Last Updated
G16	New BCN service will be installed at a site in December 2016 which begins the 12 month commitment. If the BadgerNet schedule requires the site to be transformed before the 12 month commitment is met, will termination liability be charged?	AT&T will work with the individual sites to avoid termination charges.	10/7/2016
G17	What is the process to change either the bandwidth increment or the WAN/Ethernet service offering from my initial BadgerNet order?	Customers should email DOADETBadgerNet@wisconsin.gov with their request.	03/20/2017
G18	What is the process to cancel the BadgerNet order submitted in October 2016 before it is installed after February 1, 2017? Is there a penalty?	End user will be responsible for work done up to cancellation date.	10/7/2016
G19	Can I keep my BCN circuit after my site has been transformed to BadgerNet? If yes, how long?	After transformation is complete, DET will issue a BCN disconnect request which will stop billing 5 business days later. If you would like to keep BCN service longer, please reply to the Welcome to BadgerNet email within 48 hours.	03/20/2017
G20	All telco equipment will be shipped to a central location. Central staff will coordinate and meet telco staff on-site. Will AT&T clearly label and identify the equipment for each site?	This has changed; the AT&T technician will bring along and install the Juniper switch as a step in the transformation process.	03/20/2017

	Question	Response	Last Updated
G21	When can services be ordered/implemented?	Customers should email DOADETBadgerNet@wisconsin.gov with their request.	03/20/2017
G22	The customers will be responsible for their own routing and tunneling. At their site, if a customer requests a single 100MB or 1GB handoff from the provider when choosing Category A. What exactly do customers receive from a network standpoint?	The cable and connector type will be determined as part of the circuit and equipment survey process.	03/20/2017
G23	If we request a Category D and a Category A circuit at the same location, am I correct to assume they will be on different subnets?	In order to route between the category D Private Network and the Category A BadgerNet WAN, they must be on different subnets. Note: AT&T will only provide routing and IP Address Management for the Category A circuit.	10/14/2016
G24	After my site has been upgraded, if we need a bandwidth increase, what will be the process for requesting and receiving it?	The process will remain the same as it is today. If you have questions you may email DOADETBadgerNet@wisconsin.gov .	10/14/2016

	Question	Response	Last Updated
G25	What is the AT&T Managed Services Provider (MSP) Fee and what does it cover?	DOA is invoiced \$342,150 a month for the MSP starting February 1, 2017. The Service Provider includes the following: The Backbone Network, including Equipment and Co-location Fees, to Connect to the Other Suppliers, Network Monitoring and Maintenance, Portal and Management Tools, Equipment Maintenance, Transition and Transformation, The Lifecycle Management Team as proposed, Network Management Center and all Associated Tools, Billing, and Tier 1 Help Desk Support.	10/19/2016
G26	Is the new BadgerNet IPv6 capable?	BadgerNet is IPv6 capable.	10/19/2016
G27	Will it be a single /30 subnet that can ping every other handoff we request? Can we request a larger subnet, say a /28 or larger so we have address space for redundant routers on our end?	Legacy BCN IP addresses will transfer to BadgerNet. Customers may request a larger subnet if needed.	03/20/2017
G28	How soon after we determine the February group of eligible customers will site surveys start to be scheduled?	Site surveys began in January 2017.	03/20/2017

	Question	Response	Last Updated
G29	What is the usual timeframe between circuit site survey and equipment site visit?	The circuit site survey will be completed by the local telco. The equipment site survey will always be completed by an AT&T technician. Since the surveys are completed by different telco groups, the timeframe between visits cannot be determined.	03/20/2017
G30	Does the Circuit Site survey require the presence of an onsite customer representative?	Yes, an onsite contact is required for full facilities access.	11/10/2016
G31	Will AT&T or the local telco need access inside any of the buildings during site visits?	Yes, technicians may need access to locked Telco closets.	3/20/2017
G32	What are customers responsible for during the site visits?	Customers need to have an onsite contact available during the pre-determined schedule and arrange to provide full access to the telco and AT&T technician if needed.	11/10/2016
G33	Where a site has more than one customer type (i.e. State Agency and Authorized User), will AT&T be visiting each of the customer's separately or making one site visit and only needing one onsite contact present?	Customers should expect one site visit per building during the Circuit and Equipment site surveys.	11/10/2019
G34	Will multiple Juniper and NTE devices be installed at sites with more than one customer type?	NTE device engineering takes place during the Circuit Site survey (first visit) which will identify if it is possible to utilize existing NTE devices. A Juniper switch will be installed for each customer type at a site.	03/20/2017

	Question	Response	Last Updated
G35	Will customers at multi-site locations be able to transform at different times?	All customers in the same customer type must transform at the same time. For example, if a site contains a TEACH customer along with 3 state agencies, the TEACH customer will determine when to transform, but since the 3 state agencies are the same customer type, all 3 state agency customers will transform on the same date/time.	03/20/2017
G36	When can customers expect results after their site surveys have been completed?	The technician will review requirements with the on-site customer. DET will email each customer an official remediation email with the results when available.	03/20/2017
G37	Will survey technicians determine any remediation (construction/costs) the customer will need to fulfill?	Yes, the site survey engineering will include checking facilities, conduit, and fiber, all of which will determine any remediation.	11/10/2016
G38	What are the remediation types?	AT&T Remediation – a one-time charge or no charge based on identified requirements. Customer Remediation – Will be identified during circuit and equipment site visits.	11/10/2016
G39	What happens for the customers who are not eligible for the first phase of transformation?	Phasing information will be shared when available.	11/10/2016

	Question	Response	Last Updated
G40	Does the remediation response include cost information?	<p>An AT&T remediation will advise if a cost is required via a rate letter</p> <p>Customer is responsible for following their procurement processes for their remediation.</p> <p>Equipment/Environment Survey Remediation is the responsibility of the customer and includes but not limited to:</p> <ul style="list-style-type: none"> • A/C (Temperature) • Power (Electricity) • Rack Space • Back Boards • Inside Wiring 	01/27/2016
G41	Will AT&T need to schedule engineering design meetings with the eligible customers?	Some customer types will require engineering meetings.	11/10/2016
G42	Is it possible to identify a site that is currently on copper and needs to be converted to fiber based on the bandwidth requirements	All BadgerNet circuit orders will be issued on fiber. For 6 Mbps of service, the customer may request a copper survey.	03/20/2017

Question	Response	Last Updated
<p>G43</p>	<p>What are the remediation requirements from the telco circuit and AT&T equipment survey?</p> <ul style="list-style-type: none"> • Back Boards: minimum 4' x 4' x ¾" fire-rated plywood backboard. • Power (Electricity): 110V dedicated outlet with a dedicated 15A circuit breaker. Single standard 3 prong 120V, 15A dedicated receptacle. • Ground: A Busbar can be used when ground is a remediation requirement, not a requirement. (Ground #6 is the standard). <p>Ground requirements are based on Telco Network Termination Unit (NTU) models or when new fiber is being placed.</p> <p>Examples: Ciena 3903x model do not require Ground. Ciena 3903, 3960, and New Fiber Terminal will require Ground #6.</p>	<p>3/10/2017</p>

TEACH FAQs

	Question	Response	Last Updated
T1	My school district is interested in Category C MIS Service. Where can I find additional information about this option?	AT&T will provide white paper description of the service; additional questions will be addressed with the sales team.	10/7/2016
T2	I am a school district with a population of over 2,000 students. Can I receive 2 Gbps of bandwidth at my site?	This is currently not a TEACH supported configuration. For more information please contact TEACH@wisconsin.gov .	10/11/2016
T3	On my scheduled migration date should I expect the network to be completely unavailable to students and staff? How much notice do you anticipate giving schools when scheduling?	Transformation processes will identify timeframes and communication lead time. Outages are expected to be minimal. Details to be provided in Transformation plan.	10/7/2016
T4	Will I still need internet access from WiscNet or another provider?	Yes. You will need Internet access.	10/11/2016
T5	Since bandwidth jumps from 100 Mbps to 1 Gbps can I migrate prior to having the infrastructure ready? If so, will my current network simply cap the bandwidth at what it's capable of supporting?	No. The infrastructure at the site has to be ready prior to transformation.	10/7/2016
T6	What is the timeline for migration?	February 1, 2017 through December 31, 2017.	10/7/2016

	Question	Response	Last Updated
T7	When will I be told when my site will be migrated?	AT&T is currently collecting key information from sites. This information will be used to formulate a migration date for each site. Since data collection for each site is still underway, it is too early to know when a particular site will be migrated.	10/11/2016
T8	Will I be able to provide times when the migration should or should *not* be done at my site? For example, if we want to avoid interrupting instructional time, may we request that?	Yes, customers are able to request times and every effort will be made to honor the request.	10/11/2016
T9	Will the technician who is doing the migration contact us a day before the migration to provide us with a more exact time they will be at our school or library?	Transformation processes will identify timeframes and communication lead time.	03/20/2017
T10	How long will my site be down while the migration is being done?	Transformation processes will identify timeframes and communication lead time. Outages are expected to be less than 30 minutes in normal circumstances and additional details will be provided in transformation plan.	10/14/2016
T11	What are the network requirements for my site to be ready for an upgrade to 1 Gbps of service?	Check with your local IT staff to ensure your network infrastructure is capable of 1 Gbps.	10/7/2016

	Question	Response	Last Updated
T12	After my site has been cut over will I still have the same Internet access provider that I had before the cutover?	Yes, if you need ISP Transit. AT&T proposed Category B Service with a Managed Internet Service port. AT&T is currently reviewing options to possibly consider adding other ISPs for DOA to consider.	10/11/2016
T13	Is it my responsibility to notify my Internet provider if our school/library gets an increase in the BadgerNet bandwidth?	Yes, follow the same process you have today.	10/7/2016
T14	Will the list of Internet Transit Providers now on VendorNet be the same providers who will offer Internet access on the new network?	AT&T proposed Category B Service with a Managed Internet Service port. AT&T is currently reviewing options to possibly consider adding other ISPs for DOA to consider.	10/11/2016
T15	Will every Internet Transit Provider who wants to provide service on BadgerNet have the ability to do so?	AT&T proposed Category B Service with a Managed Internet Service port. AT&T is currently reviewing options to possibly consider adding other ISPs for DOA to consider.	10/11/2016
T16	Will Internet Transit Providers who provide service on BadgerNet have the ability to determine their own pricing for Internet access?	AT&T proposed Category B Service with a Managed Internet Service port. AT&T is currently reviewing options to possibly consider adding other ISPs for DOA to consider.	10/11/2016
T17	After my site has been upgraded, if we need a bandwidth increase, what will be the process for requesting and receiving it?	Service Change Request form located on the TEACH website and emailed to TEACH@wisconsin.gov .	10/7/2016

	Question	Response	Last Updated
T18	If my site is currently receiving video (HPLL) service from BadgerNet, which is being discontinued, how will I connect my distance learning facilities to my current distance learning network?	All current video will be supported through December 31, 2017. During this period, we will connect BadgerNet to (legacy) BCN and your managed video room will be routed to legacy BCN where the managed video servers reside. Moving forward, you will need an increment of WAN with QoS bandwidth along with a subscription to Blue Jeans video service.	10/14/2016
T19	Internet Transit Providers	TEACH will not offer discounts on this service but schools and libraries can apply for E-rate on the cost of this Internet access.	10/11/2016
T20	For Category C: Broadband Internet Services (Symmetrical and Asymmetrical), will the schools/libraries who select one of these services be billed directly by the provider, or will they be billed directly by AT&T even if AT&T is not the real Internet provider?	AT&T will bill for all services covered by the RFP and contract.	12/6/2016

Video FAQs

	Question	Response	Last Updated
V1	Today the BCN MCU Scheduling office at Wisconsin Indianhead Technical College (WITC) assists my BCN managed video sites with scheduling and troubles. Will I continue to contact them for assistance on BadgerNet?	Continue to contact WITC. Details to be provided in Video Transformation plan.	10/7/2016
V2	If a school uses Blue Jeans video service, can they connect with schools still using BCN HD and HPLL VB service?	Yes	10/7/2016
V3	I have a BCN Standard Definition (SD) video room. Can an SD video room be used in BadgerNet with the Blue Jeans video service? If not, what other options are available?	A SD video room has the option to upgrade to High Definition (HD) service or migrate to another BadgerNet service before December 31, 2017. Otherwise, the BCN Standard Definition (SD) video service expires on December 31, 2017.	10/7/2016

	Question	Response	Last Updated
V4	I have a BCN High Definition (HD) video room. How can I continue to use my HD video room in BadgerNet?	Per the contract, BadgerNet will maintain the existing HD video service through October 31, 2018. The existing infrastructure will remain in place allowing HD classrooms to schedule video session, access the bridges, and call video help-desk support. The HD video codec will remain the property of the local service provider and continue to access and use the Crestron classroom controllers. The legacy infrastructure, specifically the management system, bridges, and firewalls will remain in place.	10/7/2016
V5	A site has both a Managed HD video classroom and HPLL Video Bridging service. Can I migrate my HPLL Video Bridging service to Blue Jeans before December 2017 and keep the managed HD Video room until October 2018?	All sites need to be disconnected from the current BCN as of December 31, 2017 if your site is on the BadgerNet or the current BCN network. HD Managed Video service is available from January 1, 2018 through October 31, 2018 if your site is on BadgerNet. At this time, scheduling service and support for HD Managed Video service is being determined and could possibly change as of January 1, 2018.	10/19/2016

Fiber Construction FAQs

	Question	Response	Last Updated
FC1	My site will require fiber construction. Who is financially responsible if the costs are over \$80,000 per mile?	Customer is responsible for any special construction charges if required. Up to \$80,000.00 per mile. The AT&T definition of special construction is: The not-to-exceed price per mile includes entrance facilities to the minimum point of penetration, non-reusable fiber construction, and non-reusable equipment necessary to provide the bandwidth requested at any individual site. Any fraction of a mile can be rounded up to the next full mile.	10/7/2016
FC2	My site will require one time fiber construction. Will the telco require payment in advance? Or will the one time cost be included on my first invoice?	No prepayment is required. One-time charges will be invoiced after installation.	10/7/2016
FC3	What does non-reusable fiber construction and equipment mean?	Equipment and materials determined by the carrier that are unable to be used by other customers within a reasonable timeframe. This results in a single customer use construction cost.	10/11/2016

	Question	Response	Last Updated
FC4	What is included in the fiber construction cost?	<p>Special Construction includes everything necessary to deliver the service to the property line, along with the fiber and equipment needed to deliver the service to the minimum point of entry using an existing pathway.</p> <p>If needed, Entrance Facilities Construction includes building a new pathway from the property line to the minimum point of entry. This pathway could be constructed in multiple ways; some examples are conduit, aerial or direct burial.</p>	10/11/2016
FC5	Can I get my own contractor if the cost is too high?	<p>Special Construction: No</p> <p>Entrance Facilities Construction: If needed, yes, you may choose an alternate vendor to provide the pathway from the property line to the minimum point of entry.</p>	10/11/2016
FC6	Does this mean the fiber will not be used by any other customers besides the school/library?	Fiber on your premise will only be shared if you are in a multi-tenant building. Fiber outside your premise is always reused to the greatest extent possible.	10/11/2016
FC7	If there are other customers will that lower the \$80,000 per mile?	Yes, it is possible. When doing special constructions, carriers always look for potential customers and other uses when determining costs.	10/11/2016

	Question	Response	Last Updated
FC8	Could you please elaborate why the \$80,000 per mile delineation is important?	The carriers are not charging \$80,000 per mile per site. This is a not-to-exceed amount. The Special Construction charges are those costs which are above and beyond normal installation amounts.	10/11/2016
FC9	What is the cost responsibility difference if there is a \$75,000 per mile cost versus an \$85,000 per mile cost?	The \$80,000 per mile cost is not a fixed rate. For any amount up to \$80,000 per mile, you will be charged the exact cost. For example, if the cost is \$75,000 per mile, you will be charged \$75,000. If the cost would be \$85,000 per mile, your charge would be \$80,000 based on the not-to-exceed amount.	10/11/2016
FC10	AT&T is responsible for all inherent costs to provide service to the BadgerNet customer property line. What is the definition of the property line?	Property line is determined by legal site survey. Special construction cost may be applicable beyond property line.	10/27/2016

Billing FAQs

	Question	Response	Last Updated
B1	My accounts payable requires a paper invoice. Can I print one from Business Direct?	Yes	10/7/2016
B2	Does the GigaMadMAN (GMM) rate get a 7% discount?	The 7% does not apply to the GMM rate.	10/27/2016